

## General Information and Policies

### TABLE SERVICE OPTIONS AND PRICING

#### **Dressy Casual | included in pricing listed for buffet, family style and station menus**

This option includes all necessary basic disposable tableware with paper napkins. Disposable tableware and napkins will be placed on the buffet. All food and beverages (with the exception ice water) will be buffet style. Carafes of ice water will be placed on each guest table. Catering staff will clear guest tables.

#### **Cocktail Dress Service | add an additional \$3.50 per place setting**

This option includes upscale disposable tableware with a linen napkin placed at your guest tables. A great option for buffet, family style or station service.

#### **Black Tie Service | starts @ \$5.50 per place setting | please inquire about pricing for your venue.**

This option includes china tableware and linen napkins placed at your guest tables. A more formal option for buffet, plated, station and family style service. Please inquire about the availability at your venue. Some venues may not be conducive to china service or require additional charges to accommodate extra labor.

#### **Vintage China Service | starts @ \$7.50 per place setting | please inquire about pricing for your venue.**

This option includes our standard Black-Tie Service, plus your guest tables will be set with beautiful eclectic vintage china and linen napkins.

#### **Plated Salad Service | add an additional \$2.15 per guest**

Choose this if you would like to have your salad served table side to your guests.

### TYPES OF SERVICE STYLES AVAILABLE

**Buffet Style** – Our staff will cloth your buffet with linens that drop to the floor, provide a centerpiece that will compliment your decorations, set up and attend buffet, serve ice water to your guests, release your tables for the buffet and clear tables through the end of dinner service.

**Family Style** – Platters and bowls of your chosen menu served to each table to be passed amongst your guests.

**Plated Dinners** – Our staff will serve your guests a pre-plated meal that your guests have selected prior to your wedding date. You will be required to place cards at the table for each guest for our wait staff to serve the correct plates to the appropriate guests.

### FEES AND PRICING GUIDELINES

All menu pricing is based on a minimum of 75 people, unless otherwise indicated. Please call for a quote for smaller groups. All prices are subject to change due to increases in product costs, fuel costs, taxes, and currency valuations. Prices are guaranteed 60 days prior to your event date. Delivery charges may apply. Please add 20% operations fees to all events (except for corporate drop-off services). For all events under 30 guests, please add 25% operations fee. The operations fee covers event staff, basic buffet linens, buffet décor, loading and unloading of all food and equipment, vehicle maintenance and insurance, event and liability insurance, wages paid to staff while traveling to and from your event (within 30 minutes/miles of the commissary), fuel costs, replacement costs of any missing or damaged equipment, trash removal, cleaning, and storage of all food equipment upon return to our commissary, etc. This fee is not a gratuity and not given to the staff as such.



## LABOR

On-site labor is billed according to the menu, service style, logistics and venue your event is being held at. Labor is \$30 per hour per server, \$50 per hour per chef and \$50 per hour per banquet captain. Onsite labor begins when staff arrives at the location of the event and ends when they are off the property.

## GUARANTEES

All catered events (except for corporate drop-off services) require a guaranteed number of guests no later than 15 business days prior to the event date. This is the minimum amount you will be billed for and after the number is given it cannot be lowered. If the sales department does not receive a guaranteed number of guests, then we will consider the estimated number indicated on the contract as the final number and you will be charged for that amount. We will do our best to accommodate additions to this number, but this will depend on the availability of products and the amount of the increase. Increases in the guest count 72 hours or less before the event will result in a 10% increase in pricing for those guests.

## PAYMENT TERMS

A non-refundable booking fee of \$250.00 will be required to reserve Catered Creations, Inc. services. This fee includes unlimited phone call and email communications, customized proposals and estimates, meetings with a wedding specialist, venue or location site visits and logistical planning, and customized menu development with chef consultations when needed. Half (50%) of the estimated balance is due 6 months prior to the scheduled event. Your final guest count is required fifteen (15) business days prior to your event and final payment will be due ten (10) business days prior to your event. Catered Creations, Inc. accepts personal checks up to ten (10) business days prior to your event. After this date, Catered Creations, Inc. will only accept secured funds in the form of cash, or certified checks from your financial institution.

## CANCELLATIONS

A cancellation of contract will only be accepted in writing. If written cancellation is received 180 days prior to the event date, the 50% payment, less the \$250.00 non-refundable booking fee, will be refunded. If cancellation is received less than 180 days prior to the event date, 25% of your initial estimate will be kept as a cancellation fee, the remaining balance will be refunded. If cancellation is received less than 90 days prior to your event all payments made will become nonrefundable/nontransferable.

## LEFTOVER FOOD POLICY

Due to Kent County Health Department recommendations for public safety, Catered Creations, Inc. will not release leftover foods to the client or the client's guests.

## FOOD ALLERGIES

Catered Creations, Inc. has made every effort to ensure that allergen information provided will be taken into consideration when preparing your meal. However, because of the handcrafted nature of our menu items, the variety of procedures used in our kitchen and our reliance on our suppliers, we can make no guarantees of its accuracy and disclaim liability for the use of this information. All common allergens are present and processed in our facility, so all menu items are at the risk of exposure or cross-contamination. All clients and their guests should exercise judgment in consuming any of our menu items.